



BEHAVIORAL HEALTH SERVICES

2016 Community Engagement
Results



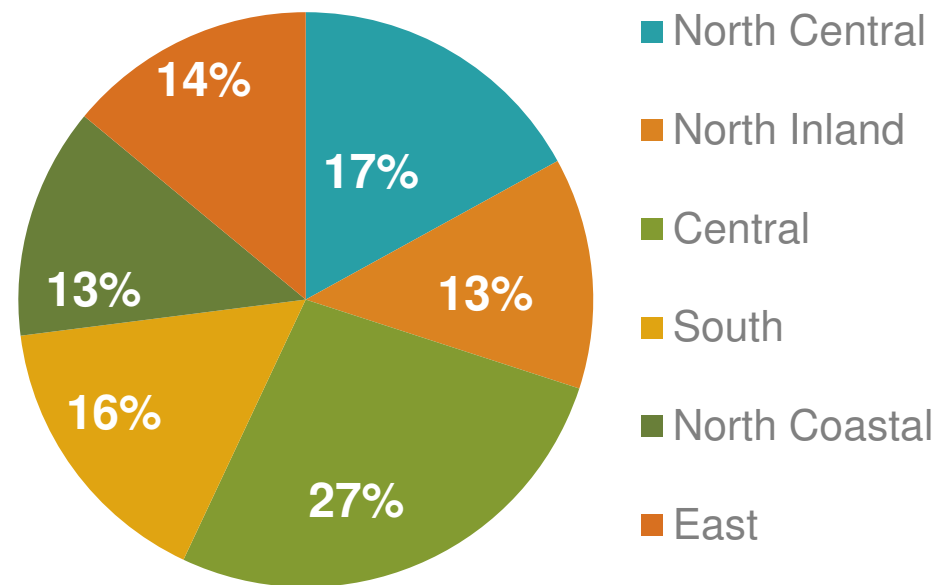
FORUM ORGANIZATION



DATA WAS COLLECTED IN 4 WAYS

1. Table discussions led by facilitators
2. Key ideas 'harvested' to capture central themes
3. Participants shared other ideas and concerns not covered in table conversations on parking lot list
4. Questionnaire about the forum process and demographics of stakeholders

Participation by Region



553 Conversation Café participants. 449 forum feedback forums.

FORUM ORGANIZATION



LIVE WELL
SAN DIEGO

CONVERSATION CAFÉ

- Participants rotated to different tables and discussed 3 priority areas: **Children's Behavioral Health, Care Coordination and Unserved/Underserved populations**
- Collaborative format allowed participants to share their vision on improving services
- Facilitators were responsible for recording feedback on the next steps in improving these priority areas



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COUNTYWIDE ESSENTIAL THEMES



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HARVEST & TABLE DATA

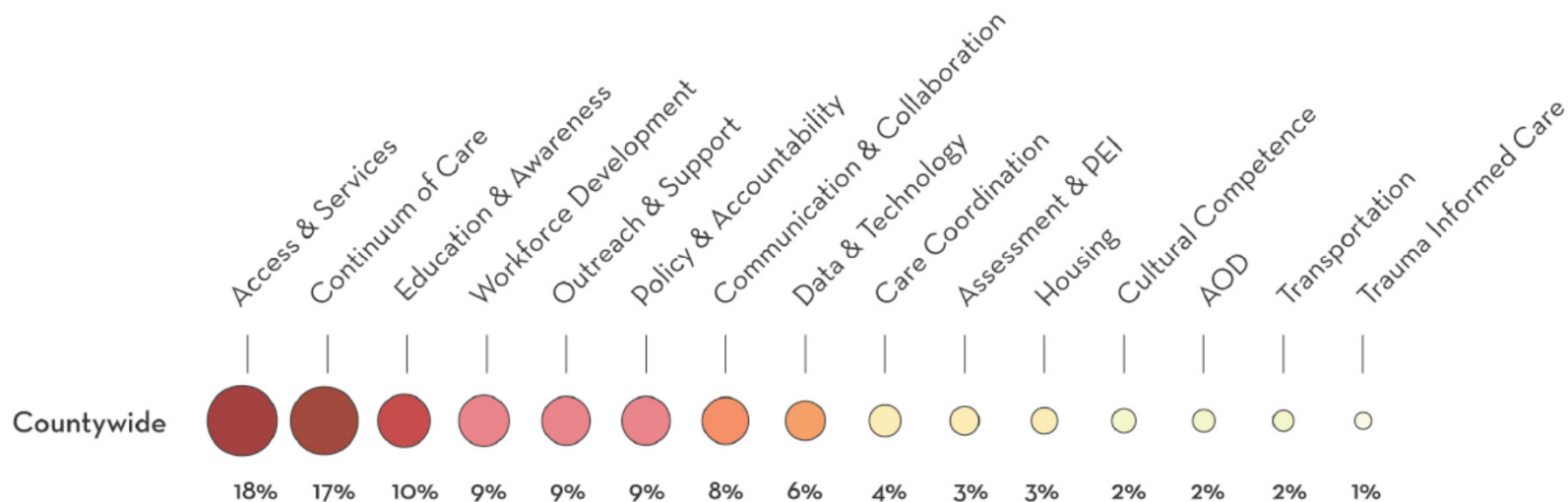


CHILDREN'S BEHAVIORAL HEALTH



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ESSENTIAL THEMES





FEEDBACK

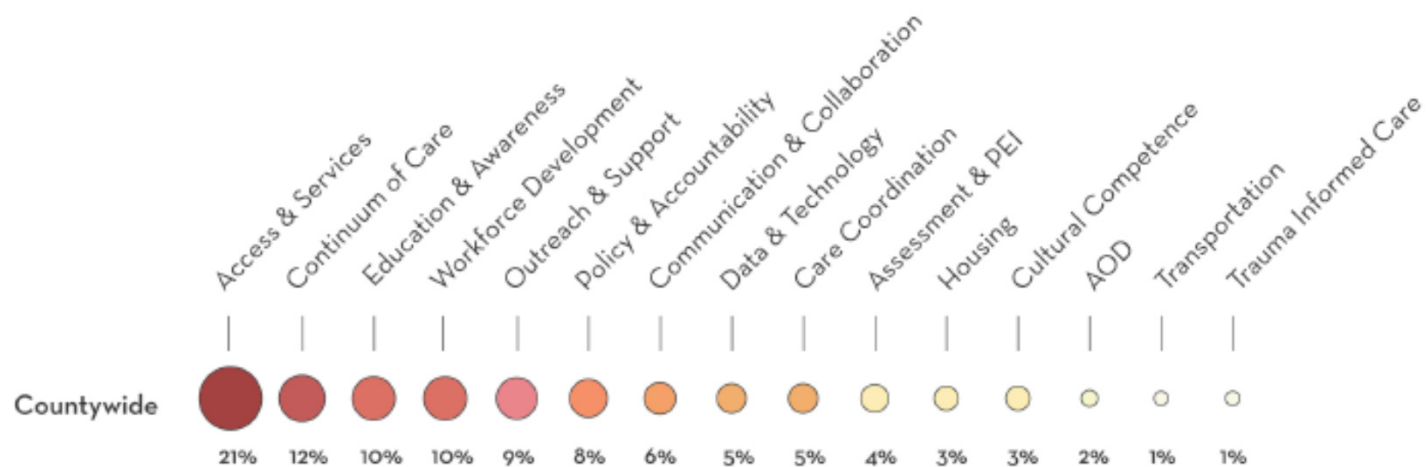
- **Classroom curricula** which includes: foster trauma-informed responses and develop culturally competent skills
- **After school and extracurricular programs** focused on: education, awareness, support and PEI. Include alternative programs such as creative arts, music, gardens, fitness and mindfulness
- Build **community connections** that bring together families, students, educators and providers
- **Mobile technology** to provide education, outreach and connecting clients to services

CARE COORDINATION



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ESSENTIAL THEMES





FEEDBACK

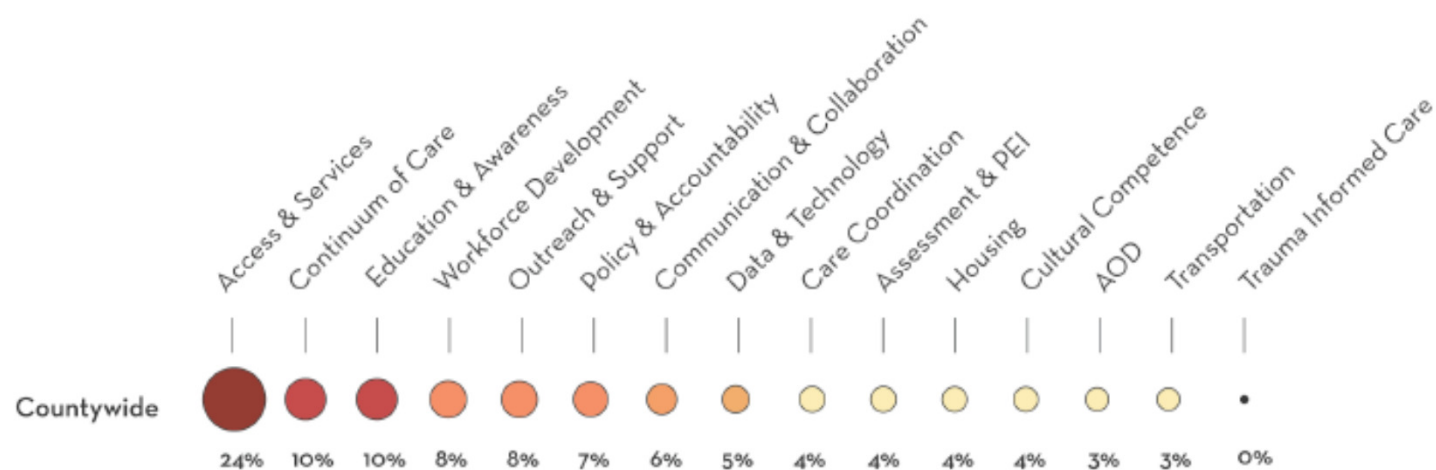
- **One Stop Shops:** Case management, triage coordinators and co-located behavioral health, physical health, and AOD services
- **Central Database:** Streamline paperwork and reduce duplication
- **Staff retention:** Increase compensation, incentives and recruitment efforts.
Decrease caseload to ensure quality case management
- **Integrating Services:** Leverage and expand existing services instead of creating new programs

UNSERVED/UNDERSERVED POPULATIONS



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ESSENTIAL THEMES



UNSERVED/UNDERSERVED POPULATIONS



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FEEDBACK

- **Mobile clinics:** Provide support, resources and services for rural communities, families, the homeless and homebound older adults
- **One Stop Shops:** Provide equal access to services
- **Housing:** Utilize alternative housing methods that offer temporary, transitional, emergency and long-term housing
- **Community Outreach:** Increase outreach, education and partnerships to create knowledgeable behavioral health advocates

ESSENTIAL THEMES BY REGIONS



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South



17.5% Access & Services
15.8% Continuum of Care
9% Workforce Development

East



18.9% Access & Services
13.6% Continuum of Care
10.5% Education & Awareness

North Inland



25.8% Access & Services
19% Continuum of Care
7.2% Education & Awareness

North Coastal



16.5% Continuum of Care
13.2% Access & Services
11% Outreach & Support

North Central



14.4% Education & Awareness
11.7% Access & Services
10.7% Workforce Development

Central



18.4% Access & Services
14.4% Education & Awareness
11.6% Continuum of Care

Percentages reflect the number of responses out of the total for each region.

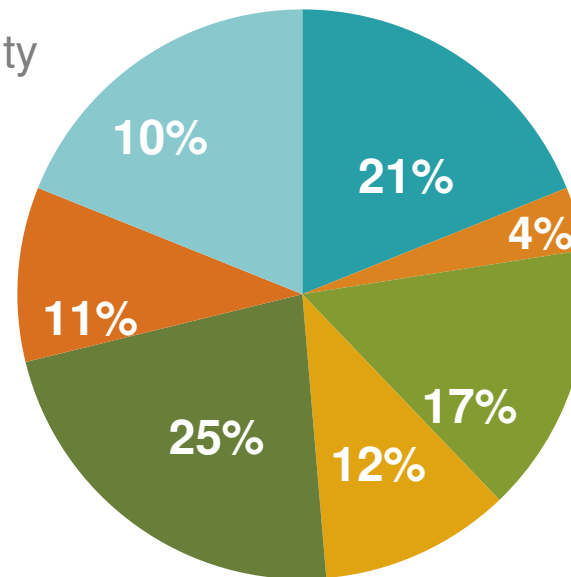
SPECIAL GROUPS



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- Justice Partners
- Peer Workers
- Southeastern San Diego Community
- Native American Community
- Male Inmates
- Female Inmates

Participants



■ Immigrants

■ Refugee

■ Military

■ Homeless

■ LGBTQI

■ D/HH

■ Justice
System
Involved



STRATEGIES

- Improved access to needed behavioral health treatment and services
- Address other barriers to success including: housing instability, employment and transportation

Suggested Actionable Solutions:

- Sustain collaborative approaches (BH Court, Drug Court)
- Develop screening and triage for high risk youth
- Clearly define and describe the target populations



STRATEGIES

- Enhance school based PEI
- Explore innovative ways for outreach services
- Integrate services and build capacity for those engaged in providing services

Suggested Actionable Solutions:

- Materials that illustrate pathways for Peer Workers
- Allow for integration at the service delivery level



STRATEGIES

- Utilize strength-based approach to build upon community assets
- Provide accessible youth-friendly services
- Support parents and grandparents

Suggested Actionable Solutions:

- Provide ongoing training on trauma and ACE instead of one-time efforts
- Involve young people in decision making and planning, and build on youth leadership

NATIVE AMERICAN COMMUNITY



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STRATEGIES

- Connect , inform and address misconceptions
- Eliminate barriers to behavioral health services
- Address intergenerational trauma

Suggested Actionable Solutions:

- Encourage more Native American engagement in behavioral health services
- Implement Positive Indian Parenting as a culturally specific program



STRATEGIES

- Services that support transition prior to release or immediately upon release
- Help ex-offenders re-enter the job market
- Work to reduce homelessness among ex-offenders
- Provide access to substance use disorder treatment programs

Suggested Actionable Solutions:

- Provide inmates with education on types of employment that are open to ex-offenders
- Create ways for potential employers to meet with ex-offenders

FEMALE INMATES



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STRATEGIES

- Enhance pre-release and re-entry programs
- Provide community services that address challenges to re-entry and reduce reoffending
- Provide transitional support for those dealing with mental health and co-occurring disorders

Suggested Actionable Solutions:

- Offer diverse types of residential substance use disorder treatment programs upon release
- Reduce paperwork for inmates to apply for programs that would support Reentry
- Address needs for women after release to the community and ongoing

GRAPHIC RECORDING



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INTERACTIVE DATA WEBSITE



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+tableau:public

GALLERY

AUTHORS

BLOG

RESOURCES

ACTIVITY

SIGN IN



◀ Hoffman Clark + Associates - Profile

San Diego County Behavioral Health Services Community Engagement Forums 2016

From late August to early October of 2016, community members from around San Diego County participated in our Conversation Cafes to help plan a brighter future for Behavioral Health Services.

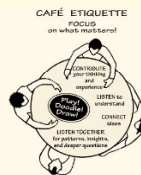
Participants were asked to fill out questionnaires, which provided demographic information such as age, gender, and ethnicity...

...and also feedback on the Conversation Cafes, including convenience, usefulness, overall evaluation, and any additional comments.

Forum participants were introduced to the Conversation Cafe Process.



They were asked to contribute their thoughts, experiences, and ideas, to listen to others and look for patterns and insights, and to record these on their tabletops.



Doodling was encouraged!

San Diego Community Conversation Cafes

Everyone circulated in rounds between tables to talk about three priority topic areas: Children's Behavioral Health, Care Coordination, and Unserved & Underserved Populations. They also discussed four proposed Innovative Programs.



Community visions for a bright future in the three topic areas and key ideas for moving toward this future were harvested from all the conversation tables and graphically recorded. Discussions of the proposed innovative programs were also harvested in three...

